

# **New Lisbon Correctional Institution**



**ANNUAL REPORT**  
**JULY 1, 2012 JUNE 30, 2013**



---

## TABLE OF CONTENTS

<b>MESSAGE FROM THE WARDEN'S OFFICE</b>	<b>3</b>
<b>INSTITUTION MISSION and GOALS</b>	<b>4</b>
Mission Statement	4
Goals	4
<b>ACCOMPLISHMENTS and HIGHLIGHTS</b>	<b>5</b>
<b>FAST FACTS</b>	<b>6</b>
<b>DEPARTMENTAL INFORMATION</b>	<b>6</b>
BUSINESS OFFICE	6
EDUCATION	8
FOOD SERVICE	10
HEALTH SERVICES UNIT (HSU)	10
MAINTENANCE	11
HUMAN RESOURCES	11
INMATE COMPLAINTS	12
PROGRAM REVIEW COMMITTEE (PRC) STATISTICS	13
PROGRAMMING	14
FUNDRAISING	16
PSYCHOLOGICAL SERVICES (PSU)	17
RECORDS	19
SECURITY	19
TREATMENT	22
<b>MISCELLANEOUS INFORMATION</b>	<b>22</b>
CRIME VICTIM AWARENESS	22
RESTORATIVE JUSTICE	23
MUSIC THEORY	23
COMMUNITY RELATIONS BOARD	23
<b>REENTRY</b>	<b>23</b>
<b>SPECIAL HANDLING UNIT</b>	<b>25</b>
<b>ADA COORDINATOR</b>	<b>25</b>
<b>ACRONYMS</b>	<b>27</b>



## **MESSAGE FROM THE WARDEN'S OFFICE**

Fiscal Year 2013 continued to bring changes and challenges to NLCI as well as to the WI Department of Corrections. Warden Tegels accepted an executive reassignment to Warden at Jackson Correctional Institution in December 2012, and I, Timothy Douma, was appointed to the Warden position at NLCI in March 2013.

NLCI has continued to manage turnover and staff shortages in several institution departments. Vacancies in the Correctional Officer classification peaked at 19 in May, creating additional demands on staff and increases in incidents of forced overtime. The professionalism and dedication of NLCI staff is reflected in the positive attitudes displayed during these challenging times. Local recruitment efforts were enhanced in an effort to fill our vacancies and assist with retention. Continued budgetary limitations have been a recurring theme in state government. NLCI staff continue to be frugal and creative in meeting the needs of the facility and being responsible to the taxpayers of this state.

Despite the fact that the institution has not yet celebrated its 10 year anniversary, structural problems persist with underground plumbing related to the institution's hot water system. A construction project is underway to address this recurring issue.

In May, we celebrated Correctional Employee Appreciation Week. The institution's Wellness Committee coordinated numerous activities to highlight staff achievements and recognize years of service. The week culminated with the entire NLCI Maintenance Department being recognized in the state Capitol, receiving the DOC Secretary SALUTE – Team Award.

We continue to maintain our partnerships with local community organizations, including GIVE, Hope House, Brighter Tomorrows, and The High Ground through fundraising and providing donations from our community services program. In recognition of our armed forces veterans, a memorial bench was placed at the institution entrance. We are proud of our armed forces family and the sacrifices made for our country.

NLCI continues to grow in exploring inmate opportunities and programming. POS funding was utilized to enhance CGIP and Sex Offender Treatment programs offered at the facility. With a continued focus on prisoner reentry, NLCI will work diligently to encourage healthy living initiatives and increase vocational, work and academic opportunities, while providing a safe, secure environment for inmates to live and staff to work.

I respectfully present the NLCI FY13 Annual Report.

Timothy Douma  
Warden



---

## **INSTITUTION MISSION and GOALS**

### **Mission Statement**

New Lisbon Correctional Institution is committed to the safety, security and protection of the public, staff and offenders in a humane and constructive manner. Offenders will be held accountable for their actions and the positive or negative consequences associated with those choices. We will encourage offenders to develop goals conducive to positive release planning and reentry into society. We strive to provide offenders with a set of positive behavioral options to enhance their successful reintegration back into society.

### **Goals**

Inmates are strongly encouraged at NLCI to pursue all education, programming and work opportunities available to them. Motivation, accepting responsibility, self-worth and self-advancement are the keys to positive change.

NLCI is also committed to being a good neighbor by working in partnership with the community on common interests and having a positive effect on the community. NLCI continues to have a very active Community Service Program and have donated numerous items throughout the fiscal year.

Over the past several years the Department of Corrections has placed a high priority on improving prisoner reentry. As a medium security institution, NLCI is an integral part of the DOC Reentry Initiative. This is a crime prevention strategy designed to increase the number of prisoners who live law-abiding and productive lives after their return to the community from prison. By holding inmates responsible and promoting their success from the day they enter prison until their release and transition back to the community, we strive for fewer crime victims, less crime, reduced criminal justice costs, and safer communities.

At NLCI, we have designated one unit that will focus its programming on skills for successful reentry into the community. A large part of our focus is not only how we manage the behavior of our inmates, but also how we engage and motivate them. We encourage our inmates to use their time wisely to prepare for their return to the community, follow the rules, respect staff and other inmates, and work hard in the treatment and educational programs offered at NLCI. In return, our commitment to the inmate is to work with them to be successful as an employee, family member, and citizen.



---

## **ACCOMPLISHMENTS and HIGHLIGHTS**

- NLCI Maintenance Department was recognized at the State Capitol with a SALUTE – Team Award for quick actions to repair damaged electrical systems after two separate spring storms.
- One staff member was honored for completing 35 years of state service, one for 25 years and three for 20 years.
- The Education Department’s Horticulture program provided more than 22,000 pounds of produce from the gardens in meal preparation, helping offset the institution’s meal expenses more than \$14,000.
- There were an average of 120 students enrolled in academic classes (ABE/HSED) with 28 HSED completions.
- NLCI offered a Grief Support Group facilitated by the Chaplain, a social worker and psychologist.
- One Health Services Unit staff completed training in foot and nail care and is now available to provide care to inmates with diabetes requiring foot and nail care.
- Two Health Services Unit nurses became certified CPR/AED Instructors.
- Two Health Service Unit nurses obtained their Certified Correctional Healthcare Provider (CCHP) certification update.
- NLCI had 125 volunteers participate in various religious or personal development activities or pastoral visits.
- Restorative Justice graduated 22 offenders from its 14-week program.
- NLCI Wellness Committee hosted two blood collection drives for the Blood Center of Wisconsin.
- Numerous Community Service items were donated to area not-for-profit organizations.
- NLCI conducted a staff and inmate fundraiser during Crime Victims’ Week, collecting just over \$1,300 for Brighter Tomorrows, a shelter providing direct services to victims of domestic violence and sexual assault with locations in Sparta and Tomah
- NLCI conducted its seventh annual Health and Wellness Fair.
- Numerous staff volunteered for a Special Olympics fundraiser at the Pizza Ranch in Lake Delton.



## **FAST FACTS**



Dedicated: **April 2, 2004**

Opened: **April 4, 2004**

Began Receiving Inmates: **April 5, 2004**

Security Level: **Medium**

Operating Capacity: **950**

Current Population: **1030**

Number of Acres: **100**

## **DEPARTMENTAL INFORMATION**

### **BUSINESS OFFICE**

Operating Budget: \$20,727,340.00

Inmates Income and Obligation Report:

YEAR-TO-DATE SUMMARY		
Offender Wages		
Institution Pay:		270,549.89
Project Crew Pay:		-
Work Release:		-
Bureau Corr Enterprises:		19,531.86
Total:		290,081.75
*Work Release Placements		
Obligations / Collections		
Obligations:		62,548.22
Medical Co-pay:		8,311.50
Total:		70,859.72





Inmates Income and Obligation Report (continued):

<b>OFFENDER WAGES</b>					
<b>Month</b>	<b>Year</b>	<b>Institution</b>	<b>Work Release (Gross)</b>	<b>Bureau Corr Enterprises</b>	<b>Totals</b>
July	2012	21,243.95		1,608.19	22,852.14
August	2012	32,124.38		2,605.17	34,729.55
September	2012	21,084.40		1,600.64	22,685.04
October	2012	21,182.77		1,291.05	22,473.82
November	2012	20,988.58		1,278.57	22,267.15
December	2012	20,697.49		1,307.11	22,004.60
January	2013	19,913.95		2,129.83	22,043.78
February	2013	20,546.62		1,586.81	22,133.43
March	2013	30,717.28		1,559.28	32,276.56
April	2013	20,760.99		1,605.82	22,366.81
May	2013	20,719.93		1,544.56	22,264.49
June	2013	20,569.55		1,414.83	21,984.38
Totals:		270,549.89	0.00	19,531.86	290,081.75
CK TOTALS		279,549.89	0.00	19,531.86	290,081.75

<b>OBLIGATIONS/COLLECTIONS</b>							
<b>Month</b>	<b>Years</b>	<b>Child Support</b>	<b>Court Ordered</b>	<b>VWS/DNA Surcharges</b>	<b>Institution Restitution</b>	<b>Medical Co-Pay</b>	<b>Totals</b>
July	2012	1,439.03	893.55	1,808.97	83.47	375.00	4,600.02
August	2012	1,996.63	1,611.41	1,793.66	61.30	502.50	5,965.50
September	2012	1,844.01	812.42	2,001.29	137.81	690.00	5,485.53
October	2012	2,099.78	883.05	2,898.50	109.22	810.00	6,800.55
November	2012	1,912.65	882.12	2,321.62	84.90	697.50	5,938.79
December	2012	1,922.59	1,093.92	2,816.55	58.55	705.00	6,596.61
January	2013	1,628.71	993.61	1,765.14	312.37	717.00	5,416.83
February	2013	1,893.10	1,146.32	2,088.05	41.37	814.50	5,983.34
March	2013	2,636.70	1,403.14	2,161.79	58.90	787.50	7,048.03
April	2013	1,880.99	1,228.12	1,719.77	111.77	645.00	5,585.65
May	2013	1,716.57	1,526.18	1,881.55	75.10	945.00	6,144.40
June	2013	1,812.04	1,041.87	1,791.91	26.15	622.50	5,294.47
<b>Totals:</b>		22,782.80	13,515.71	25,088.80	1,160.91	8,311.50	70,859.72

\* Year to date Work Release Placements equal the number of new placements for the current year.

\*\* Number on Work Release equals the number of inmates on work release at the end of the previous month plus the number of new placements for the current month.

**Note: With the exception of Work Release Placement Data which is entered for a specific month, data reported is based on date posted to WITS.**



Inmate Participation and Completion Information (Inmates in Pay Status):

Month of	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
<b>Segregation</b>	23	32	36	36	39	31	32	31	36	53	49	42
<b>BSI</b>	13	13	13	11	12	12	12	12	12	12	12	11
<b>Vol Unassigned</b>	90	81	81	81	98	85	88	91	93	96	101	109
<b>Total on Payroll</b>	<b>888</b>	<b>885</b>	<b>884</b>	<b>883</b>	<b>874</b>	<b>895</b>	<b>889</b>	<b>883</b>	<b>878</b>	<b>858</b>	<b>855</b>	<b>859</b>
Invol Unassigned	485	484	485	415	467	478	474	474	479	471	462	475
Assigned/Working	403	401	399	468	407	417	415	409	399	387	393	384
<b>Total Population</b>	<b>1014</b>	<b>1011</b>	<b>1014</b>	<b>1011</b>	<b>1023</b>	<b>1023</b>	<b>1021</b>	<b>1017</b>	<b>1019</b>	<b>1019</b>	<b>1017</b>	<b>1021</b>

**PROGRAM ASSIGNMENTS**

<b>Education*</b>	143	139	136	136	132	128	124	122	124	119	115	114
-------------------	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

\*Students taking only one class are not included in the Education figures.

**EDUCATION**

NLCI's **Woodland Way School** offers Academic and Vocational Programming, Correspondence Course opportunities, Guidance and Counseling, a comprehensive Testing Program, ESL (English as a Second Language) instruction, and Personal Development classes. In addition, the education department continues to provide instructional support for Reentry modules, including: Education, Employment, and Financial Literacy. Education classes are in progress daily from 7:50 am – 4:20 pm.

**Academic Programming** consists of **Adult Basic Education (ABE)** and **HSED studies geared toward the inmate attaining his HSED**. Instruction is directed towards the five elements of the GED test: reading, writing, math, social studies and science. In addition, students must complete a health, civics and employability component in order to be granted an HSED. **The past year (July 12 – June 13) saw an average of 120 students enrolled in academic classes (ABE/HSED) with 28 HSED completions.**

**Vocational Programming** currently offered at NLCI consists of the **Commercial Baking Certificate Program, and Horticulture**. All programs are certified through Western Technical College (WTC).

The Commercial Baking Certificate is a 16-week program of classroom and production bakery experience. Courses include: Principles of Commercial Baking, Bakery Production I & II, Applied Math and Sanitation. This year we expanded the Bakery Program to include sale of product to the staff, inmates, and visitors in the institution. In addition, the Bakery Program began assisting the institution with production bakery. These changes have allowed the program to generate funds to make the program nearly self-sustaining. In addition, graduates of the Bakery Program are selected to work in the





### Education (continued):

Visiting Room to develop customer service skills while selling product to staff, inmates, and visitors.

Horticulture is a 15-credit certificate program that gives students a solid foundation in basic horticulture, soils and plant care. The Horticulture program is also responsible for developing, maintaining, and harvesting the institution garden. This year the Horticulture program expanded the garden to include four additional beds. Total produce exceeded 22,000 pounds saving the institution more than \$14,000. In addition, the Horticulture Program implemented fundraising activities to include the annual Mum/Aster Plant sale, as well as an Asparagus sale. Both fundraising efforts were well received by staff. Thirty-four inmates graduated this program in the 2012/13 year.

**Correspondence courses** are approved courses of instruction which allow an inmate the opportunity to participate in post-secondary educational opportunities through distance education. There were an average of 25 inmates enrolled in correspondence classes monthly.

**Guidance and counseling** provides new inmates an orientation to educational programs, oversees the testing program at NLCI, reviews inmate education files and interviews prospective students as to their educational and vocational needs. In addition, students are scheduled into school, academic and vocational waiting lists are maintained, and inmate education records are updated. The guidance counselor also provides the instruction for the Education Module in the Reentry program.

**Personal Development** (PD) opportunities include Financial Literacy, Computer Literacy, Forklift, Pro-Literacy Training, and Father Read. NLCI also provides college level courses in College Mathematics and Mathematics with Business Application with forty-two inmate completions. Computer Literacy had 60 completions.

**ESL** (English as a Second Language) classes are offered at NLCI as well as GED and TABE testing in Spanish. Twenty-two inmates are enrolled in our ESL classes.

### **Library Services**

NLCI Library offers a comprehensive library services program to both general population and segregation inmates. **General Library** services are available every day from 7:50 a.m. to 8:50 p.m. A variety of daily newspapers, weekly and monthly periodicals, reference materials, and general educational and leisure materials are available for use. The NLCI library employs nine inmate workers.



Education (continued):

A **Legal Collection** is also available seven days a week, 365 days a year. The Legal Collection consists of a legal reference section and eight computers which give access to current legal references and state and federal court decisions. It also allows inmates an opportunity to prepare legal documents. There is one additional legal computer available to segregation inmates.

Additional services offered through NLCI's library include reference services, financial aid packets, notary services, photocopying and an Interlibrary Loan program. The library organizes around 17,500 books, about 4,800 of which are school books. Checkouts this year were around 58,000. All NLCI inmates have library accounts.

### **FOOD SERVICE**

The Food Service Department is regularly staffed by a Food Service Administrator, a Food Service Manager and eight CFSL2 between 4:00 a.m. and 6:30 p.m. daily. During this reporting period, the total meals served were 1,166,213, and the average meal cost was \$1.14.

### **HEALTH SERVICES UNIT (HSU)**

The Health Services Unit (HSU) is staffed from 6:00 a.m.- 10:30 p.m., Monday through Friday. Weekend and holiday hours are 9:00 a.m. to 5:00 p.m. with a nurse on-call during non-nursing hours. The Health Services Unit is managed by one Health Services Manager and staffs one full-time physician, six full-time nurses, one part-time nurse and one full-time Medical Program Assistant Associate. The part-time dental staff consists of one dentist, one dental assistant and one dental hygienist. A psychiatrist provides services two days per week and a physical therapist provides services two days per week. Support services are provided by a full-time agency LPN and a full-time agency unit clerk.

The HSU provides treatment for acute and chronically ill patients. On-site services provided through the HSU include physician and nursing appointments, emergency care, medication administration and delivery, laboratory, dental, optical, x-ray and physical therapy. Technological upgrades include digital electrocardiograms (EKG), digital x-ray exams on-site, ultrasound imaging exams and OCT exams for glaucoma. We are linked to Central Pharmacy in Waupun through WebConnect for online medication re-ordering.

Comprehensive specialty treatment is provided off-site at medical facilities in Black River Falls, LaCrosse, Waupun, and the University Hospital and Clinics – Madison. We also conduct on-site telemedicine visits with specialists at University Hospital and Clinics – Madison. Soon we will be conducting on-site telemedicine visits with specialists at Gundersen in LaCrosse and we will have access to our patients' electronic medical



HSU (continued):

records at Gundersen. Urgent and emergent specialty care is provided locally at Mile Bluff Medical Center in Mauston.

## **MAINTENANCE**

The Maintenance Department's hours are from 7:15 a.m. to 4:00 p.m. Monday-Friday. Maintenance staff include: one Building and Grounds Superintendent, one Electronic Technician, one HVAC Technician, three Maintenance Mechanics, four Facility Repair Workers and one Office Operations Associate. There are also two Correctional Officers and one Tool Room Sergeant regularly assigned to Maintenance posts. The Maintenance Department also employs 32 inmate workers.

An accomplishment of note is that the maintenance department has reduced the institution's energy use by 20 percent since 2005 as directed by the Governor. The department was also recognized by DOC Secretary Edward F. Wall at the State Capitol with a SALUTE – Team Award for its quick actions in repairing damaged electrical systems during two separate storms during the spring.

## **HUMAN RESOURCES**

The Human Resources Department consists of one Human Resources Director, one Human Resources Assistant and one Payroll and Benefits Specialist. Department responsibilities include: direction, administration and monitoring of the recruitment and selection of staff; employee and labor relations; payroll and benefits; policy administration; investigations/discipline; health and safety management; employee training/development; records maintenance; and Affirmative Action/Equal Employment Opportunity compliance. There are currently 305 allocated staff positions.

Officer/Sergeant Staff: **194** (148 Officers and 46 Sergeants)

Non-officer/Sergeant Staff: **112**

Total Staff: **306**

Inmate to staff ratio: **3 inmates for every 1 staff member**



## **INMATE COMPLAINTS**

The Inmate Complaint Review System (ICRS) ensures NLCI inmates a process by which grievances may be addressed. The Institution Complaint Examiner (ICE), under the supervision of the Warden, investigates concerns regarding rules, living conditions and staff actions affecting institution environment. Inmates and staff have the opportunity to review and better understand correctional policy and to correct any errors or deficiencies.

The ICE department at NLCI has two full-time staff consisting of an Institution Complaint Examiner and a Program Assistant – Confidential.

The following statistics reflect the types of complaints and their resolution:

<b>Complaints Processed by Subject</b>	<b># of Complaints</b>	<b>Complaints Processed by Subject</b>	<b># of Complaints</b>
01 Staff	72	13 Food	2
02 Correspondence & Publications	57	14 Classification	7
03 Discipline	44	15 ICRS	2
04 Medical	85	16 Discrimination	1
05 Parole	6	17 Inmate Accounts	22
06 Personal Physical Conditions	12	18 BCE	4
07 Personal Property	131	19 HIPPA	1
08 Rules	9	20 Staff Sexual Misconduct	1
09 Religion	16	21 Inmate Sexual Misconduct	1
10 Work & School Programs	32	22 Dental	9
11 Visiting	28	23 Mental Health	2
12 Other	22	24 Staff Misconduct	4
		<b>Total</b>	<b>569</b>

<b>Method of Disposition</b>	<b>Number</b>
Affirmed	26
Affirmed With Modification	9
Dismissed	320
Dismissed With Modification	17



Inmate Complaints (continued):

<b>Rejected Complaints</b>	<b>Number</b>
Beyond 14 Calendar Day Limit	58
ICE Appealed	55
Inmate Does Not Allege Sufficient Evidence	7
Inmate Does Not Raise A Significant Issue	3
Inmate Submitted Complaint Solely To Harass	0
Moot	31
Previously Addressed	7
Scope	30
Issue Raised Does Not Personally Affect Inmate	3
Total	194
Complaints Referred Into NLCI:	23
Complaints Returned to Inmate:	562

**PROGRAM REVIEW COMMITTEE (PRC) STATISTICS**

**PRC HEARINGS:**

Total of 1047 Conducted  
206 Early  
841 Scheduled  
0 Program Change  
746 Appeared  
301 Waived  
0 Referred (Second Step)

**TRANSFERS OUT:**

312 INMATES  
23 to Maximum  
138 to Medium  
122 to Minimum  
29 to Minimum-Community

**DEATHS:**

3 Deceased

**TRANSFERS IN:**

502 INMATES  
453 from Maximum/Unclassified  
42 from Medium  
6 from Minimum  
1 from Minimum-Community

**CORRESPONDENCE:**

203 Responses to Correspondence  
137 Requests Received for Early  
PRC Review



---

## **PROGRAMMING**

### **Religious**

Weekly opportunities for worship and/or study groups continue to be offered for Protestant, Jehovah's Witness, Catholic, Islamic, Pagan, and Native American inmates. Jewish services are provided monthly, Buddhists meet with their spiritual leader twice per month, and other individual practices are facilitated through pastoral visits or individual observance.

Inmates are offered the opportunity to indicate their religious preference upon arrival to NLCI. They meet with the Chaplain to complete a Religious Preference form. This allows for individual meetings with the Chaplain about any issues related to religious preference and religious opportunities at NLCI.

Inmates also have the opportunity to participate in the institution's greeting card project where local organizations donate greeting cards for inmates to request and send to their loved ones. NLCI also participates in the Salvation Army Angel Tree program which allows inmates the opportunity to select and give toys to their children during the holiday season.

### **Grief Group**

New Lisbon Correctional Institution (NLCI) now offers a Grief Support Group for interested inmates. It is facilitated by the Chaplain, a social worker and psychologist. The group meets weekly. We discuss the Four Tasks of Mourning or Grief. They learn to do the following; accept the reality of the loss, experience the pain of grief, adjust to an environment in which the deceased is missing, and withdraw emotional energy and reinvest it. In an environment that often avoids talking about loss, the grief support group gives inmates an opportunity to share their stories openly and guilt free. Inmates have endured cumulative issues but have little experience with grief. Sharing their hurt and recognizing that others have endured similar traumas make their hurt more bearable. Talking about painful feelings was and is a new experience for many. For some it is a matter of learning a new language. The group encourages mutual support and understanding by providing an environment where participants are able to discuss topics related to grief and explore their feelings and how they are coping. Discussions include emotions encountered during the grief process with emphasis on normalizing feelings and sharing the experience of grieving with others. Education on the grief process is also provided.





Programming (continued):

### **Religion 101/Interfaith Dialogue**

Religion 101 was a 12-week, ecumenical dialogue between inmates to gain a better understanding of other religious beliefs and traditions, how each participant chose his faith, and how their religious beliefs have helped them become better men. The dialogue also encouraged respect for the beliefs and practices of those from other faith backgrounds. Religious leaders from various faith backgrounds facilitated discussions and provided historical and theological information as well as answer questions about specific concerns.

### **Discipleship**

Discipleship was a 10-week program designed to teach inmates how to positively interact with their family, friends and community members. Topics discussed included: how to be a positive person in all areas of life; how to work with people in their family constructively; and where they are in their spiritual journey.

### **Volunteers**

There are currently 125 approved volunteers for religious activities and/or pastoral visits. Volunteers represent all DOC umbrella religious affiliations as well as Alcoholics Anonymous.

### **Recreation**

Recreation staff regularly includes three Recreation Leaders, each working one evening per week and one weekend per month. The department worked through a series of vacancies this year, resulting in the temporary suspension of a portion of recreational Programming (continued):

programming. Many recreational opportunities remained available to the inmates including the following leagues: horseshoes, handball, sand volleyball, running club, indoor and outdoor volleyball, basketball, Ultimate Frisbee, whiffle ball (indoor and outdoor), Pickle ball and shuffleboard. Structured fitness classes including yoga, step aerobics, weightlifting instruction, exercise ball (core training), and boot camp are also available throughout the year. The Recreation Department also offers a low-impact aerobics class for inmates identified as having limited physical abilities due to injury recovery or debilitating illnesses. Recreation staff also participate in the Department's Reentry Program, specifically by assisting in facilitation of the "Wellness Module" component of the Program. Additionally, the Recreation Department is responsible for the supervision of inmate hobby and music room.



Programming (continued):

### **Community Service Program (CSP)**

The Community Service program consists of inmates making products to donate to local benefits and not-for-profit organizations within a 60-mile radius of NLCI. Some of the necessary supplies are donated by the requesting organization and the construction and finish work is completed by inmates involved in the program. This program serves several purposes: it provides an opportunity for offenders to cultivate positive work habits and elevate self-esteem; it affords offenders the opportunity to increase awareness, concern, responsibility, and contributions for the needs of the community; and it serves the identified needs of area not-for-profit agencies through donations of products and services.

Examples of organizations receiving donated goods include

- Wilton Rod and Gun Club
- 115<sup>th</sup> Fighter Wing Family Readiness Program
- Kinship of Tomahawk
- Camp Douglas Rescue Organization
- Juneau County Women's Night Out
- Wisconsin Corrections Association
- Partners in Giving Campaign
- St. Mary's School and Church
- Wisconsin Correctional Education Association
- Adam's County Alzheimer's Committee
- Oakdale Lions Club
- Mauston School District

### **Fundraising**

New Lisbon Correctional Institution conducted a staff and inmate fundraiser during Crime Victims' Week, collecting just more than \$1,300 for Brighter Tomorrows, a shelter providing direct services to victims of domestic violence and sexual assault with locations in Sparta and Tomah. Crime Victims' Awareness Week is observed annually each April. This year's theme was "*New Challenges, New Solutions*," and paid tribute to the millions of crime victims over the decades who summoned the strength to rebuild their shattered lives, families and communities, one step at a time. Similarly, it honored the victim service community whose members have walked alongside these victims, responding to their courage with unwavering commitment and skillful guidance.

The institution also concluded its annual fall fundraising event – selling ice cream sandwiches to staff and offenders – collecting more than \$450 for G.I.V.E., a local student-run community service/outreach group.



## **Work Assignments**

Industries: Bureau of Correctional Enterprises-Badger State Industries; Hydro-stripping, which includes the remanufacture, repair and reconfiguration of highway, and all types of informational signs. Materials may vary from aluminum to Plexiglas. Duties range from janitorial to high tech hydro-stripper operation and maintenance and repair. Shear and Punch Press set up and operation along with blue print reading, are also part of the operation.

Institution: Inmates hold a wide variety of jobs throughout the institution to include, but not limited to tutor, janitor, maintenance and unit positions. Please refer to the Business Office section for inmate completion information.

## **PSYCHOLOGICAL SERVICES (PSU)**

NLCI's psychological staff is responsible for the mental health of offenders. Several levels of care are provided, including: diagnoses and management of mentally-ill inmates, psychological evaluation and treatment, 24-hour on-call availability, assistance with daily living skills, suicide potential and watch, medical collaboration, assessments of mental health, violence and safety, crises management and intervention, staff suicide training, direction of the Multidisciplinary Team, weekly inmate orientation, and individual and group therapies. Another central focus is on administrative and documentation requirements, such as completion of various evaluations for minimum placement potential, input for security decisions, and offender visitor reviews. PSU facilitates referral services to DOC-wide treatment programs including WRC, WSPF, MICA, and others.

NLCI currently has 302 inmates with diagnosed mental health problems. Of those, 44 have serious mental illness. Consistently, 30 percent of the inmate population needs mental health services which are provided by PSU staff. NLCI also provides mental health services to inmates with situational stressors or grief reactions on an ongoing basis. Segregation rounds are completed weekly with all inmates in Segregation; they are provided reading materials, assignments to work on, and individual counseling as needed.

The Special Handling Unit (SHU), designed to assist mentally ill and/or vulnerable inmates, continues at the 25-bed capacity. Individual and group therapies are provided to assist inmates in developing and maintaining mental and emotional stability. A weekly process group is offered, to which 10-15 inmates attend on a weekly basis. The psychologist works closely with unit staff in monitoring and encouraging inmates to develop skills and coping mechanisms to improve functioning in the unit living environment.



Psychological Services (PSU) (continued):

In 2013, an additional bi-monthly group has been added, offering SHU inmates further self-sufficiency resources from the "Houses of Healing" workbook and video series, designed to increase emotional literacy among prisoners.

The NLCI SO-2 (Sex Offender-2) Program facilitated 50 inmates to treatment completion in 2012. As has been continued since 2007, NLCI offers two SO-2 groups, currently for approximately 24 inmates. Specific PSU staff are also trained to provide comprehensive SOT evaluations and make direct contributions to evidenced-based programming through membership on the WI-DOC SOT Training Committee.

NLCI's Transitions Group has continued this fiscal year. Transitions Group is a voluntary program and operates in two phases. The first phase focuses on skill-building and coping mechanisms to assist inmates in daily functioning on a general population unit in a medium security prison. Phase Two is a process group focused on peer support, didactic education, improving skills, and decreasing isolation.

The Tools for Personal Growth (TPG) group also continues. This psycho-educational/personal growth group meets weekly and is designed to complement Reentry programming. Eight modules are offered on a rotating basis to allow flexibility and to accommodate inmates with different release dates. The group is designed to assist inmates in developing and maintaining positive attitudes about community adjustment and the supervision process. Inmates work on developing strategies for meeting the expectations of community supervision.

In 2012, NLCI PSU also added the provision of a periodic, four-week Grief Group. The focus of this weekly group is to help men better understand the grief process and to find healthy ways to deal with grief, loss or failure in their lives, particularly given the cultural messages most men have internalized. The wounds of loss, tragedy, failure and death eventually touch everyone. Grief Group emphasizes the serious emotional, spiritual, and physical damage potential posed by ignoring or minimizing grief. Psychiatric services are also available to inmates with diagnosed mental illness.  
PSU (continued):

PSU staff work closely with the psychiatrist to monitor inmates receiving psychotropic medications. A Multidisciplinary Team meeting is held weekly to collaboratively discuss inmates with mental health, medical, and behavioral concerns.



## **RECORDS**

	FY09	FY10	FY11	FY12	FY13
Scheduled Phone Calls (attorney, court)	699	686	641	622	561
Scheduled Professional Visits	243	204	142	143	109
Scheduled Court Pick-ups	295	221	270	246	208
Releases from NLCI	205	183	227	165	191
Transfer IN to NLCI	561	536	509	500	536
Transfer OUT of NLCI	350	308	312	334	344
Parole Hearings	165	199	376	124	103
File Reviews	210	189	220	186	206
Scheduled Video Hearings	44	68	63	63	100

The Records Office maintains the inmate legal and social service files. The office also does sentence computations and service of documents.

## **SECURITY**

The Security Department consists of: one Security Director, eight Captains, six Lieutenants (one vacancy), 46 Sergeants (two vacancies), 147 Officers (21 vacancies), and 1 Security Program Assistant – Confidential.

**Training** - In an effort to provide more training at a reduced cost, we continue to provide a minimum of two training days per month. All mandatory training was completed, ensuring Security staff remain up to date.

**ERU** - Continues to perform at a high level. Both the ERU and the Crisis Negotiation Team from NLCI attended several joint ERU exercises at Fort McCoy's Volk Field.

**Weapons Re-Qualifications** - NLCI once again conducted several training sessions at Oxford Correctional Institution's Range.

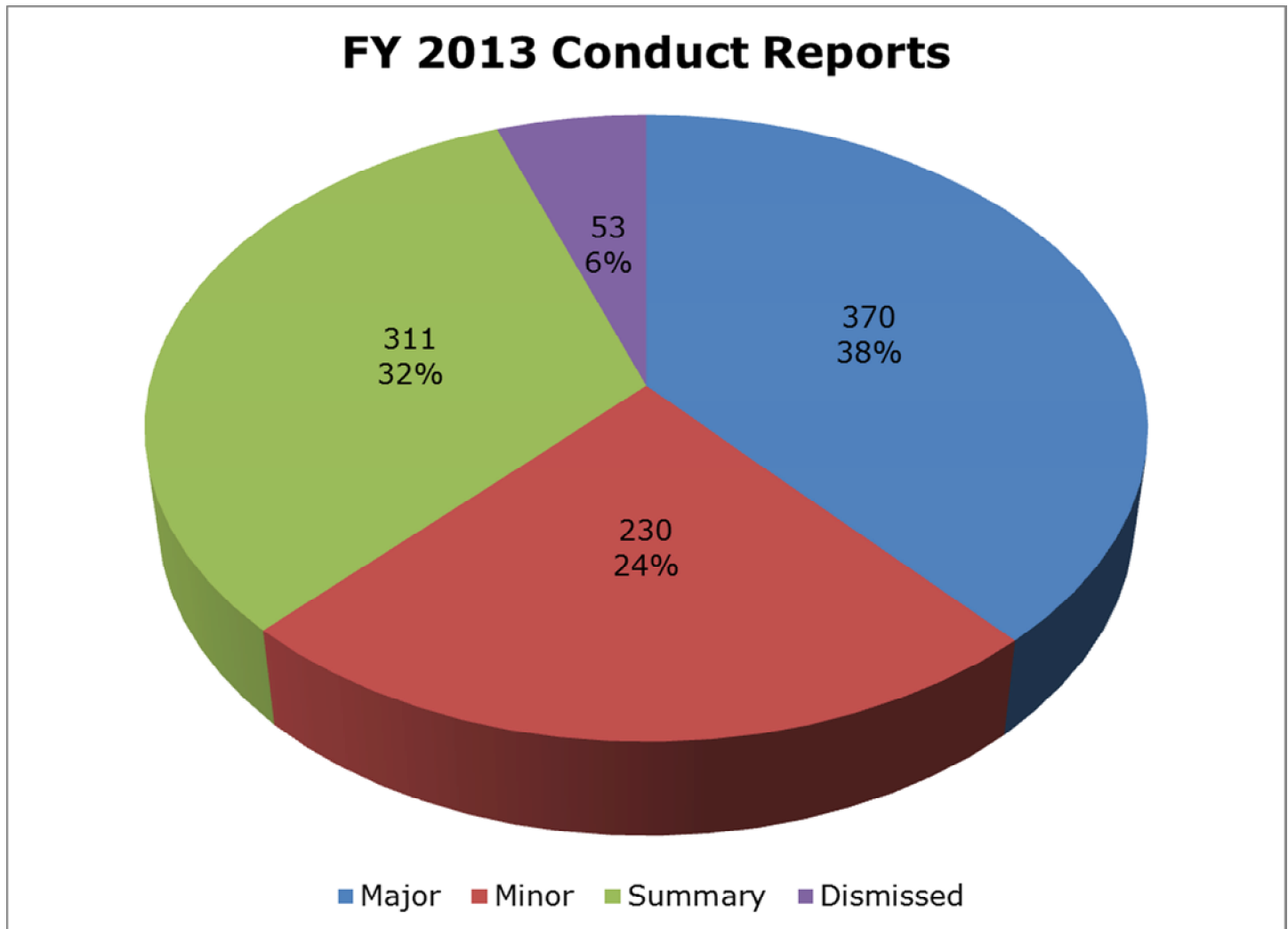
**Segregation Unit** - Our segregation unit continues to operate at a high level. Both the English and Spanish versions of the segregation inmate manual were updated and released.

**Incident Reports** – A total of 1288 Incident Reports were written in FY2013.



Security (continued):

**Conduct Reports –**



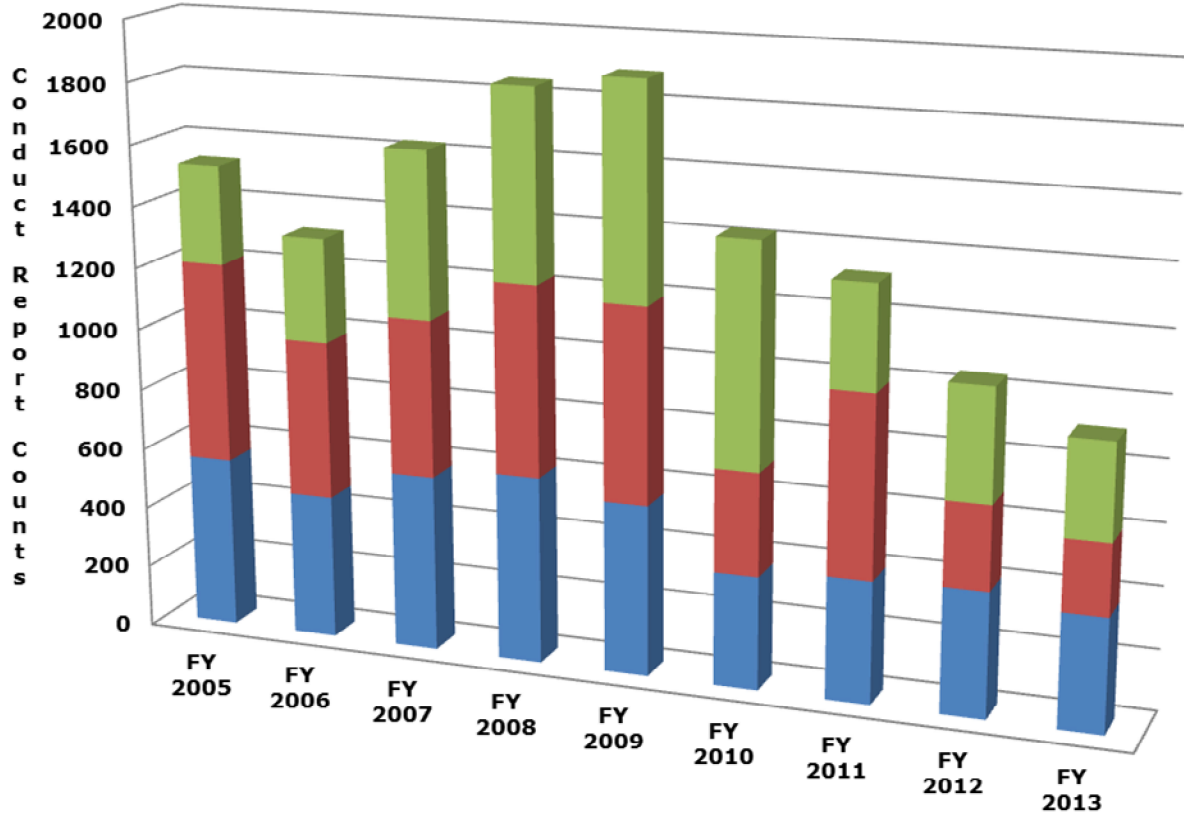
911 Conduct Reports were written in FY13, a decrease of 132 from FY12. The most common guilty charge between all types of conduct reports was 303.63 (Violation of Institutional Policies and Procedures), totaling 244 instances. A total of 77 conduct reports resulted in referrals to Classification.





Security (continued):

### Conduct Report History –



	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Sum	321	336	541	618	699	723	334	365	311
Minor	651	515	512	618	634	335	592	272	230
Major	557	468	574	610	557	367	396	406	370

Overall Conduct Report counts have been on the decline since the highest count of 1890 in FY09. FY13 ranks as the lowest overall count in NLCI's history.



---

## **TREATMENT**

Treatment programs facilitated by institution social workers included Cognitive Interventions Program (CGIP), Domestic Violence, and Sex Offender Treatment.

**CGIP Phase 1 & 2** – Three CGIP groups completed during the fiscal year with a total of 54 inmates completing the program. As inmates are able to develop these cognitive skills prior to releasing, they will be better prepared to work through some of the challenges they face ahead while trying to reintegrate into society.

### **Domestic Violence**

This program challenges inmates to understand and take responsibility and accountability for the emotional, physical and sexual abuse they have utilized to control and violate their victims. Inmates are educated on the cycle of violence, power and control wheel and equality wheel, physical cues, cognitive and emotional cues, behavioral interventions, assertiveness techniques, improved communication and active listening skills, empathy, victim impact and non-violent ways of resolving conflict within their relationships.

### **Sex Offender**

The SO-2 (Sex Offender) Program has completed 48 inmates over the past year, despite significant staff changes. Through the use of POS monies, NLCI was able to offer two additional SO-2 groups. There are currently two SO-2 groups about to begin for 24 inmates. PSU is again facing staff shortages. Two new groups are expected to begin once a new PSU Supervisor is in place.

## **MISCELLANEOUS INFORMATION**

### **Crime Victim Awareness**

In observance of Crime Victim Awareness Week, New Lisbon Correctional Institution worked in concert with a volunteer of the Restorative Justice program, securing a speaker to share his story with the inmate population, having been a victim of crime.

The guest speaker discussed the impact of the crime on him and his family with a group of inmates and staff. Inmates were able to express empathy and acknowledge their victims by participating in a project which they were provided cut-out paper t-shirts and wrote messages intended for their victims. Their completed t-shirts were displayed in the institution's Visiting Room. Additional events were coordinated throughout Crime Victims' Awareness Week, including the guest speaker presentation.

The institution participated in a staff and inmate fundraiser with proceeds being donated to Brighter Tomorrows, with locations in Sparta and Tomah. The combination of inmate and staff fundraising resulted in a more than \$1,300 donation.



Miscellaneous Information (continued):

### **Restorative Justice**

The philosophy of Restorative Justice emphasizes the importance of holding offenders personally accountable for their criminal behavior while creating healing and/or learning opportunities for and involvement of victims, community members and the offenders in the justice process. During each session, participants gain an understanding of how offenders, victims and the community are inter-connected in addressing issues of crime, punishment, restoration and accountability. Participants have an opportunity to learn from guest speakers, including victims/survivors of crime and other community members, facilitators and from each other through group discussions. Restorative Justice provides inmates an opportunity to explore their personal beliefs while interacting with positive role models and learning about topics that may help them make better choices in the future. This year's program graduated 22 inmates from the 14-week program. Planning is already underway for the next session as interest in the program is increasing as word spreads of the positive impact it has on participants.

### **Music Theory**

The Music Theory course was initially an outgrowth from the institution's Protestant and Catholic choirs. Members of the choirs expressed a desire to understand what was written, while others wanted to increase their knowledge of music. All members of the choirs were encouraged to take part in this course to be able to read this "foreign language". NLCI has made this course available to all at the institution with the simple purpose of developing their understanding and appreciation of music. The class is taught in a "hands-on" involvement with the men practicing writing with repetition what is being taught. Since each man has come with different needs and prior knowledge, the music theory is taught through lecture, worksheets, dictation, and question and answer time. This is done at various levels within the class time to meet the individual needs. This class meets twice a month.

### **Community Relations Board**

The DOC encourages and supports the creation of a Community Relations Board (CRB) for all facilities in the Division of Adult Institutions. The CRB is intended to act as a positive link between the correctional facility and the community in which it is located. NLCI conducts semi-annual meetings with its local CRB and reviews institution progress and receives input from members regarding operational activities.



## **REENTRY**

Reentry is a Department-wide initiative focused on preparing inmates for success in the community. It means for most inmates, we start focusing on their opportunities for success in the community from the first day they come in contact with the corrections system. The reality is that 90 percent of prisoners will one day return to communities across Wisconsin. This is what we call prisoner reentry.

The public is best served if inmates are not only held accountable for their actions but also have the opportunity to become law abiding and successful members of the community. By providing coping skills and educational tools for inmates in the reentry program, our goal is crime reduction, fewer new crime victims, reduced state and local criminal justice costs, and most importantly, safer families and communities.

The reentry program consists of ten modules:

Education: In our adult prisons, 47 percent of inmates lack either a high school diploma or its equivalent. Forty-nine percent read below the ninth grade level, and 74 percent perform math below a ninth grade level. The Education Module is to help inmates who have not received their HSED or GED for academic refresher. This module also helps inmates with obtaining those certificates and teaches them how to apply for financial aid. This course is geared toward providing resources to inmates interested in furthering their education upon release.

Employment: DOC educators are working hard to address these needs and increase the chances of productivity and employment following release. Inmates participate in mock interviews, practice filling out job applications, use Jobnet to seek employment and complete an up-to-date resume and cover letter. One of the biggest factors for recidivism is unemployment.

Family Support: Maintaining positive family relationships is essential to assist inmates with reentry. To further improve family ties, the DOC is enhancing parenting education for male inmates and expanding fatherhood programs. Maintaining these connections is important for the children of inmates and also can give incarcerated mothers and fathers hope and a reason to be successful upon their return to the community. The reentry initiative seeks to foster healthy family relationships to help break the intergenerational cycle of crime and incarceration.

Financial Literacy: This module focuses on many topics related to budgeting, establishing and maintaining credit, managing checking and savings accounts, banking dos and don'ts, and saving for their future. It touches on investments, insurance needs, check cashing services and loans. Inmates have found this to be one of the most informative and most beneficial modules. NLCI uses a PowerPoint presentation and handouts created by M&I Bank to teach this module.



Reentry (continued):

Health: Seventy percent of inmates entering our adult prison system have alcohol or drug abuse (AODA) treatment needs. Eight to 10 percent are seriously mentally ill with conditions such as bipolar disorder, schizophrenia and major depression. Twenty-four percent of inmates are on clinical monitoring for mental health needs. Because these problems do not disappear when inmates return to the community, Reentry works to ensure that a continuum of treatment is available for inmates. This module is to help inmates identify signs and symptoms of mental health illnesses. It also focuses on options and resources for treatment available in the community. NLCI also ensures all inmates with identified mental illness are screened for Social Security benefits prior to releasing to the community.

Housing: Inmates with stable housing and support systems are more likely to stay gainfully employed and are less likely to commit new crimes. Stable housing, coupled with a strong system of community supervision, helps DOC probation and parole agents hold inmates accountable. Ultimately inmates are expected to support themselves and maintain stable residences.

- Prior to reentry, agents work with law enforcement agencies, local organizations and families to help inmates locate suitable housing close to employment, treatment and support systems.
- If a suitable housing placement cannot be identified prior to release, temporary housing options are explored to avert homelessness. Inmates who are homeless are more difficult to monitor, more likely to go underground, and more likely to engage in high-risk or criminal behaviors.

Personal Development: Personal Development centers on a number of topics to engage the inmate in taking an internal look at who he really is. This module focuses on victim impact, understanding perspectives of others, understanding and dealing with personalities, and character flaws.

Transitional Preparation: This module provides individualized case planning which begins six months prior to release. It focuses on needs the inmate has upon release, including food, clothing, shelter, medical appointments, a list of community resources, a Social Security card, a birth certificate, etc. It is also during this module the inmate makes contact with probation agents to develop a realistic release plan.

Transportation: Lacking a driver's license or state ID is a common barrier to employment for many inmates following release. To address this, the DOC has developed programs to remove these barriers and to facilitate the transition back to becoming productive, law-abiding citizens. The DOC has developed the Inmate ID program, a partnership with the Department of Transportation (DOT), to streamline the process of obtaining a state ID card for inmates nearing release. Inmates in need of reinstating their driver's licenses



Reentry (continued):

can access DOT instruction to expedite the process, including paying fines and getting updated insurance.

Wellness: This module is to make inmates aware of their physical health. It addresses health concerns such as STDs, AIDS, high blood pressure, cholesterol, negative effects of stress, dental care, and many other topics to keep inmates thinking about a healthy lifestyle upon release. It also covers the importance of a good diet, exercise, and healthy leisure time activities.

Reentry serves many purposes. If the inmates apply themselves and use the resources and skills provided in the pre-release program, they are less likely to return. This is a cost-saving measure for tax payers. And most importantly, if inmates are not committing new crimes, there will be fewer victims and safer communities.

### **SPECIAL HANDLING UNIT**

The targeted population is vulnerable inmates with medical, or clinical, or cognitive issues who need to be monitored, encouraged and provided a safe environment to develop skills that will help make a successful transition to population. It is not about disabilities. It is about developing better coping abilities to deal with life in a medium security-level setting.

Our objectives are to provide and encourage self-confidence and self-discipline and to promote medication compliance. Placement of inmates on this unit is determined based on identified program or educational needs.

A psychologist has an office on the unit and interacts with the inmates on a daily basis. Correctional Officers assist these vulnerable inmate with daily living functions and provide positive direction to minimize negative behavior.

Inmates are encouraged to apply for and accept jobs, participate in recreation, spend more time out of their cell, be more responsible for medication compliance and communicate concerns with staff.

Weekly groups are facilitated with the inmates allowing them to voice any concerns they may be experiencing as it relates to daily living skills, survival behaviors, family issues and taking responsibility for their actions.

The goal is to develop, improve and assist the inmates to another general population unit where he is able to cope effectively.





**ADA COORDINATOR**

Lynn Washetas, Corrections Program Supervisor, (608) 562-7301



## **ACRONYMS**

ABE	Adult Basic Education
ADA	Americans with Disabilities Act
BCE	Bureau of Correctional Enterprises
BSI	Badger State Industries
CGIP	Cognitive Interventions Program
CRB	Community Relations Board
DOC	Department of Corrections
ERU	Emergency Response Unit
ESL	English as a Second Language
FY	Fiscal Year
GED	General Equivalency Diploma
HSED	High School Equivalency Diploma
HSU	Health Services Unit
HVAC	Heating, ventilation, air conditioning
ICE	Institution Complaint Examiner
ICRS	Inmate Complaint Review System
IIP	Incarcerated Individual Program
IYOP	Incarcerated Youth Offender Program
NLCI	New Lisbon Correctional Institution
PD	Personal Development
POS	Purchase of Services
PRC	Program Review Committee
PSU	Psychological Services Unit
SO	Sex Offender
TABE	Test of Adult Basic Education
WITS	Wisconsin Inmate Trust System
WRC	Wisconsin Resource Center
WTC	Western Technical College